

Surround it with

TEGREL

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Chris Baxter
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12th March 2007

Dear Chris

I'd like to thank you for the work that you did with us in 2006 helping me to see the need for, and then progress to establish a management team for Tegrel Limited.

My father's retirement created a void in the management structure of the business. With the realisation that the direction of the company was firmly in my control you helped me to established that I was overdue in working to address this issue. Whilst the business contained most of the right people the roles of those senior managers lacked clear definition and as a consequence we were being drawn in to the management style of 'day to day' issues at the expense of developing sustainable profitability.

The coaching programme you led first of all helped us acknowledge the short comings of our existing situation and create a desire for change. Subsequently you guided us through identifying the right organisational structure, appoint new members to the senior management team and clearly define the role of each person in that team.

A key factor in the success of this coaching programme was your flexible and committed style. You knew when to adopt a more passive style allowing us to draw conclusions for ourselves and conversely were also able to be more directive and assertive when we 'hit a brick wall'.

The most valid testimony for this work is that whilst the business is now twice as busy as it was last year we are managing this successfully, whilst at the same time keeping an eye on the future. I myself find that in the midst of all this extra work I even have time for developing strategic ideas and plans for the future.

Once again may I thank you for the work you have done with us and I look forward to continuing our working relationship throughout 2007.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Richard Leech", written over a horizontal line.

Richard Leech
Managing Director